

## News from the DAS Core

**The Eighty-First General Assembly is in full swing**, though the number of bills reported out of committee is slightly lower than usual, according to DAS legislative liaison Mark Johnson. The pace will likely pick up as the first committee deadline approaches on March 11. With few exceptions, bills not voted out of committee by that date are no longer eligible for consideration during this session. However, many ideas survive as amendments to other bills. Budget subcommittees are reviewing the Governor's budget recommendation and finalizing their bills, which then go to the full Appropriations Committee. Budget action usually occurs near the end of the session. Day 110 is April 29, 2005.

DAS Director Mollie Anderson and COOs John Gillispie and Patrick Deluhery have made an unprecedented number of presentations covering topics like DAS activities, progress in DAS financing, the I/3 enterprise resource planning system, fleet operations, collective bargaining, Capitol water damage, the records and property building renovation project, and budgets. Many other DAS staff have assisted with presentations and responded to questions from legislators and legislative staff. DAS staff are reminded of the requirement to notify Mark Johnson of any legislative contacts, assuring timely coordination of information. Contact Mark at 281-4742.

**DAS Business Process Redesign projects are picking up steam.** DAS managers and supervisors submitted some seventeen different projects in December 2004, selecting topics that responded to customer concerns spelled out in the 2004 DAS Customer Survey. Project team leaders for each Enterprise will begin updating the DAS Executive Leadership Team (ELT) on a rotating basis. For information, contact Linda Plazak at 281-6124.

**The Wall of Fame is the DAS employee recognition bulletin board** located on a corridor wall outside the Director's office area on Level A, Hoover Building. More than 75 DAS employees have been recognized since the bulletin board was set up in September 2004! (If you do not work in the Hoover Building, see the special page at the DAS website.) Both these sites give all of us the opportunity to see and enjoy the many work-related compliments DAS employees receive from customers inside and outside DAS. If you would like to recognize a colleague or share a thank-you you received, e-mail [Marianne.Mickelson@iowa.gov](mailto:Marianne.Mickelson@iowa.gov) on the DAS Marketing and Communications team. Notes and photos are posted on the Wall and website for 60 days.

**The framework for a DAS employee recognition program, *Over the Top* is also being finalized.** Nominees for this program are to have demonstrated noteworthy achievement in the areas of improving customer service, saving money, streamlining or using resources in a more flexible way. Each quarter, managers and supervisors are to forward team and individual nominations to their respective Chief Operating Officers (COOs). DAS Core counts as a fifth unit. Submissions go to Mollie for review. COOs forward their selections to Marianne Mickelson, who will recap nominations for ELT review/discussion and final approval by Mollie Anderson. Nomination due dates for Calendar 2005: Jan-March due April 6, April-June due June 1, July-September due October 5; October-December due January 4, 2006.

The DAS **Information Security Office (ISO)** will offer a **free two-hour basic cybersecurity awareness class** for state employees in March. Attendees will learn how to respond to computer attacks at home or at the office. An abbreviated on-line version of the course will be available to those who cannot attend face-to-face. (For information, contact Bret Voorhees at 281-3231.) The ISO is also working on COOP and COG...that is, Continuity of Operations Planning, the key functions DAS must perform in any circumstances; and Continuity of Government actions that assure continuous function of state government's three branches. DAS will help agencies identify and move to alternate facilities and to provide essential operations support. The state's CIO Council and DAS Director Mollie Anderson have approved a new Enterprise Security Policy to serve as a guidepost for state computer systems.

**The Finance Department is beginning the first steps of the FY 2007 budgeting process** by meeting with COOs and/or the division administrators. The DAS Director and CFO must approve any changes in an Enterprise's product or service offerings. Deadlines are important so that Enterprises are prepared for timely interaction with their respective Customer Councils.

**One of the most ambitious customer service improvement initiatives in DAS resides with the Customer Relationship Management (CRM) team** in DAS Finance assigned to develop *eDAS*, a web-based catalog and ordering system for DAS products and services. Service orders from *eDAS* and other data systems will be combined into one detailed online billing system. User training will be announced before the scheduled July 1 rollout. For information, contact Pat Harmeyer at 281-7148.

## General Services Enterprise

**LET'S HEAR LOUD CHEERS for the GSE Capitol Complex Maintenance and Design and Construction Crews**, who give new meaning to the expression, "always there when you need them!" A Christmas Eve break in a fourth-floor Capitol Building water sprinkler pipe pulled more than a dozen of them away from their families late Christmas Eve and for several days after. They cleaned up an estimated 2,000 gallons of water, then worked diligently to assure that Capitol facilities were presentable for the General Assembly. We recognize Tim Ryburn, James Murrell, Marsha Small, Diane Utter, Ken Armour, Pat Faught, Don Goble, Dennis Linn, Ken Thornton, Bob Straker, Curtis Nelson, Ray Woodrich, David Haines, Lennie Carkhuff, Ron Graham, Mike Huss, David Adamson and John Nash for their efforts, and any other DAS-GSE staffer inadvertently omitted. Thanks for a job well done!

**There is news about the Wallace Building.** A power outage cut electrical power to an area occupied by the Iowa Department of Agriculture laboratory January 21, shutting down a lab vent hood where sulphuric acid was in use. Employees were evacuated while the Des Moines Fire Department and DAS staff evaluated building air quality. Again, on February 3, employees were evacuated briefly when smoke from an elevator engine motor created an odor. Finally, the consultant's evaluation states that the Wallace Building "can and should be used well into the 21<sup>st</sup> century. Environmental, economic and Capitol Complex office needs all point towards [renovation of the building]." View the full report at the DAS website. For information, contact Dean Ibsen, 281-6051.

**A DAS-GSE team continues planning meetings with facility coordinators.** DAS-GSE staff in Capitol Complex Maintenance and Space/Leasing are preparing for March 2005 customer meetings. They will review association square footage, fees, billable and non-billable services and how association fees compare to the private sector and services. For information, contact Barb Bendon, 281-8887.

**The DAS Printing and Mail Division held a customer appreciation house at the Lucas Building on February 9.** Customers enjoyed refreshments and chatted with Pat Deluhery from DAS, IPI Director Roger Baysden and AFSCME's Bob Straker. For information, contact Lise Melton, 281-5050.

**State agencies using the Office Max office supplies contract got a 5 percent rebate** on purchases made from October-December 2004. Agencies purchased \$513,308 worth of office supplies during the rebate period, and \$25,665 will be rebated. For information, contact Dave Kaili, 281-4774.

## State Accounting Enterprise (SAE)

**Calendar year-end sent the centralized payroll team into high gear.** With 2004 behind them, centralized payroll and its DAS-ITE partners handled an impressive list of projects for IPERS, IRS, the Social Security Administration, the State of Iowa Department of Revenue and others. This includes the production of Form W-2s for the 23,418 state employees paid through the centralized payroll system, earning more than \$884 million in 2004. The forms were distributed with the January 7, 2005 paychecks. ITE, SAE and GSE staff worked together to assure that the multi-step process ran smoothly and forms were delivered timely to employees all over Iowa. That is a big job!

**Another SAE-ITE collaboration generated some 12,400 forms in the mail on time.** The 1099-MISC forms show payments from the state to its vendors. SAE maintains a secure web site where vendors can view the individual payment amounts that make up the total dollar amount reported on the 1099-MISC. A special stuffer insert gave vendors the website URL and a customer service telephone number.

**Other year-end projects completed on time** are the Cash Management Improvement Act report and the FY 2004 Comprehensive Annual Financial Report (CAFR). Hats off to Chris Young and the CAFR team of Lisa Dooley, Marilyn Hanson, Rich Schoeppner and Mohan Solomon. See for yourself the great work done on the FY 2004 CAFR—it is posted at the DAS-SAE website under Financial Reports.

## Information Technology Enterprise

**The ITE Multimedia Services Team has landed a new project--on-demand video streaming** for Iowa Public Television. Viewers of IPTV's Iowa Press are now able to access and replay weekly archived shows in multiple formats. This service started with the January 7, 2005, broadcast. You can look at <http://www.iptv.org/iowapress/>. For information, contact Darrell Fremont, 242-6009.

**DAS-ITE has a new tool that expands its list serve capabilities.** Users can add more names, structure lists in a variety of ways and keep address lists current, thanks to an upgrade investment from IOWAccess in FY 2005. For information, contact Kevin Miller, 242-5941.

**Wondering about Websense?** Your supervisor will soon be giving you an update on Websense Enterprise, an Internet filtering program that blocks access to Internet sites, consistent with current work rules. Websense Enterprise improves employee productivity, enhances security, reduces legal liability and optimizes the use of IT resources by limiting access to categories of websites not deemed relevant for an employee's professional responsibilities. Division administrators will have list of filtered categories and can approve employee requests to access blocked sites. Watch for more information. For information, contact Lorrie Tritch at 242-5898.

## Human Resources Enterprise

**Good progress is being made in collective bargaining.** The state's tentative agreement with AFSCME was ratified by of AFSCME Iowa Council 61 members. A tentative agreement with SPOC has also been ratified. IUP members are currently voting on ratification of their agreement. HRE will be conducting information sessions on contracts. For information, contact Nancy Berggren at 281-5064.

**Personnel Development Seminars (PDS) has announced two upcoming training programs.** The first, *Minute Taking*, is a new offering that counts as an elective for the State of Iowa Administrative Assistant Certificate Program. The program, Course Number GI 177, will be offered on April 4, 2005 from 9:00 to 11:30 a.m. in the Babcock Miller Building Room 310 at a cost of \$45.

**The fifth Certified Public Manager (CPM) class** begins in June. Offered through a DAS-HRE partnership with Drake University, this nationally accredited class helps public managers learn to incorporate best practice management techniques. For information, contact PDS at 281-6383 or check the website, <http://das.hre.iowa.gov/cpm.htm>.

**Congratulations to...** Suzie Reicks, PDS administrative assistant, on the birth of her first child, a son, Cajun Ray, on December 8. He weighed 5 lbs. 9 oz. And to Sue Hallock, HRE Labor Relations Team, on the birth of a grandson, Austin Reid, on January 13, 9 lbs. 9 oz. And finally, *mad props*<sup>1</sup> to northwest Iowa personnel officer Janelle Bertrand, who will be a member of the "Dr. Phil" audience taping on March 10. Janelle had the winning bid for the tickets in a charity auction. Have fun in Hollywood!

## DAS Employees on the Move

### DAS-Core

Sue Kaili, DAS Finance, was promoted to Accounting Technician 3 on December 31.

### DAS-General Services Enterprrise

- Peggy Lockhart joined GSE as an environmental specialist with Capitol Complex Maintenance.
- Tonia Neel joined GSE as a custodial worker on January 10.
- John Iber, former facilities engineer 2, retired February 10.
- Tina Hunter joined GSE Fleet/Vehicle Dispatch as an intern in auto service on January 28.
- Nathan Hilpipe joined GSE Fleet as a part time auto service worker on February 10.

### **DAS Service Anniversaries (in alphabetical order)**

NAME	YEARS	ENTERPRISE/GROUP	DATE
Tim Brand	29	DAS Core-Finance	Jan. 02
Connie Hellman	29	HRE	Jan. 23
Nancy Loghry	30	ITE	Feb. 1
Judy McMains	33	GSE Printing	Jan. 1
Dennis Morton	35	ITE	Jan. 19
Sharleen Newton	31	HRE	Jan. 9
Marsha Von Ruden	29	GSE Design & Construction	Jan. 28
JoAnne Widestrom	35	ITE	Jan. 17

**Editor's Note:** Information for the next *DAS Difference* is due April 1, 2005. Send information to your Marketing Team representative or: Paul Carlson, Greg Fay, Dean Ibsen, Mark Johnson, Barb Kroon, Pat Lantz, Calvin McKelvogue, Lise Melton, Debbie O'Leary, Jan Olson, Tim Ryburn, Denise Sturm, Mark Uhrin, Lorrie Tritch, Kathy Van Wey, Russ Rozinek or Shirley Walker.

<sup>1</sup> *Urban Dictionary* reports this term is a contemporary alternative to the more traditional "congratulations."